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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766



: TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE  
RESPONSE CALL MANAGEMENT SYSTEM

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
U.S. Patent and Trademark Office  
220 20th Street S.  
Customer Window, Mail Stop Amendment  
Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98 and supplemental to the Information Disclosure Statements that were filed on September 23, 2004, June 16, 2004, March 15, 2004, January 2, 2003, October 31, 2001, Applicants hereby call to the Examiner's attention the following documents:

U.S. Patent No. 6,236,395 to SEZAN et al., which issued on May 22, 2001;

U.S. Patent No. 6,587,127 to LEEKE et al., which issued on July 1, 2003;

U.S. Patent No. 6,128,624 to PAPIERNIAK et al., which issued on October 3, 2000;

U.S. Patent No. 6,338,050 to CONKLIN et al., which issued on January 8, 2002;

U.S. Patent No. 5,875,108 to HOFFBERG, which issued on February 23, 1999;

U.S. Patent No. 6,624,803 to VANDERLEIDEN, which issued on September 23, 2003; and

U.S. Patent Application Publication 2001/0014868 to HERZ et al., which published on August 16, 2001.

Applicants respectfully request that the Examiner consider the above material and cite the same. Copies of the above-noted documents are attached hereto and all of the documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants with the next official communication in the present application.

Applicants note that since this Supplemental Information Disclosure Statement is being submitted subsequent to the issuance of an Office Action on the merits, Applicants have included herewith a check in the amount of \$180.00 to cover the fee set forth in 37 C.F.R. § 1.17 (p). However, the Commissioner is hereby authorized to charge payment of any necessary additional fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,  
Philip KORTUM et al.

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Bruce H. Bernstein 41,568  
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October 4, 2004  
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U.S. Department of Commerce  
Patent and Trademark Office

Atty. Docket No.  
P20419

Application No.  
09/917,746

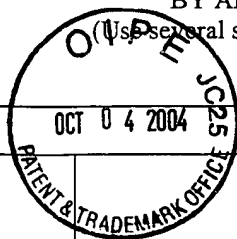
## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use several sheets if necessary)

Applicant  
Robert BUSHEY et al.

Filing Date  
July 31, 2001

Group  
2642



## U.S. PATENT DOCUMENTS

[illegible]

## FOREIGN PATENT DOCUMENTS

[illegible]

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

[illegible]

EXAMINER

DATE CONSIDERED

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.